



ICL

GRADUATE **BUSINESS** SCHOOL

Student Support Services Handbook

November 2016



24 Hour Emergency Contact
Misako Okawa: 021 780 793

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We are thrilled that you will be joining the ICL family.

We want you to be a successful student whether you are studying Business, Computing, Early Childhood Education or English, we are committed to supporting you through your journey as a student at ICL and helping you to achieve your goals.

Our Student Support Team is dedicated to providing you with the highest level of support and care. We aim to create a supportive, safe and caring learning environment for you, which in turn will enable you to achieve your full potential. Your success is our success too!

As a new student, you are bound to have a lot of questions. We have a dedicated Student Support Team and this manual to help you take your first steps, and we will continue to help throughout your student life here at ICL. So if you have any questions, need advice or have problems to sort out, then please feel free to talk to any member of our Student Support Team. They are more than happy to help you on your road to success.

Welcome to the ICL family!

ICL Student Support Team

ICL Student Support Team

Administration

Position	Contact Person	Email
Programme Administrator	Allison Ma	allisonma@icl.ac.nz
Programme Administrator	Kristine Ocampo	kristineocampo@icl.ac.nz
General Administrator	Shawn Zhang	shawnzhang@icl.ac.nz
Documents Officer	Stenny Law	stenny@icl.ac.nz
DC Administrator	Mihir Gohil	mihir@icl.ac.nz

Student Support

Position	Contact Person	Email
Homestay and Accommodation Student Welfare Under 18 Students	Misako Okawa	accommodation@icl.ac.nz
Emergency Contact 24 hours	Misako Okawa	+64 21 780 793
Pastoral Care	Aurore Mousset	auremouset@icl.ac.nz
Indian Sub-Continent	Mihir Gohil	mihir@icl.ac.nz
Reception and Student Support	Melody Zhi	melodyzhi@icl.ac.nz
Academic Support	Victoria Damiris	victoriadamiris@icl.ac.nz

Marketing and 1st Language Support

Position	Contact Person	1st Language Support	Email
Marketing and Sales Manager	James Kim	Korean	jameskim@icl.ac.nz
Marketing and Sales Team Leader	Megumi Kato	Japanese	japan@icl.ac.nz
Marketing and Sales	Aline Soares	Portuguese	aline@icl.ac.nz
Marketing and Sales	Patricia Torres	Spanish	patricia@icl.ac.nz
Marketing and Sales	Ahmed Junina	Arabic	ahmed@icl.ac.nz
Marketing and Sales: Chinese Team Leader	Doris Ding	Mandarin	doris@icl.ac.nz
Marketing and Sales	Cindy Chen	Mandarin	chinamarketing@icl.ac.nz
Marketing and Sales	Suri Zhou	Mandarin	suri@icl.ac.nz
Marketing and Sales	Trinh Hoang	Vietnamese	vietnam@icl.ac.nz
Marketing and Sales	Mihir Gohil	Hindi	mihir@icl.ac.nz

Enrollment

Pre-Enrollment	Early registration will guarantee you a place. If you do not pre-enrol, you may miss out on the subjects you need to study. Enrolments are made on a first-come, first-served basis. Pre enrollments can be made by contacting one of our Sales and Marketing Team members.
Enrollment	<p>Enrollment is your first step to becoming a successful student. To enroll in ICL Graduate Business Programmes, you are required to:</p> <ul style="list-style-type: none">• Have a valid visa to study in New Zealand• Have suitable travel/medical insurance• Have sufficient funds for onward travel or to sustain you while studying in New Zealand <p>Furthermore, to complete enrollment you must also:</p> <ul style="list-style-type: none">• Complete an Enrollment form/Application form.• Have received an Offer of Place.• Demonstrated English proficiency to match the course requirements*.• Provided a copy of your valid visa.• Provided copies of your passport.• Have medical insurance which covers you for the duration of your study.• Provided transcripts of your academic background.• Paid your fees in full.• Signed the Public Trust form .• Attend the scheduled ICL Orientation. <p>* You may need to complete the ICL Placement Test to demonstrate an adequate level of English to enroll in your programme of study. This will include an interview with an academic staff member. Before your interview it is a good idea to think clearly about the purpose of your study and what you want to achieve.</p>

Requirements to Study at ICL

Visas	<p>As an international student, you are required by law to hold a valid visa for the duration of your study at ICL Graduate Business School. You must show a copy of your valid to ICL before the first day of your class. You will need a valid visa to complete you enrollment.</p> <p>If your visa expires while you are studying at ICL or you choose to extend your course, then you must ensure that you have also renewed your visa before it expires. Visa application forms are available at reception.</p>
Insurance	<p>Anything can happen while you are travelling away from home. Therefore you must also have appropriate medical and travel insurance-it is also required by law. Your insurance should cover the time that you are studying in, and the travel time to and from New Zealand.</p> <p>If your insurance expires while you are studying at ICL, then you must renew it before the expiry date.</p> <p>If you don't have appropriate medical insurance, our Student Support Staff will able to assist you with purchasing medical insurance from our preferred provider, Southern Cross. Please ask our Student Support Staff.</p> <p>You can also phone Southern Cross on 0800 800 571. This is an English speaking line, but speakers of other languages are also available or you can visit: https://www.scti.co.nz/our-products/international-student/insurance/ to view pages in Chinese, Spanish, Korean, Japanese and English.</p> <p>It is also a good idea also to have personal insurance against theft of possessions, in case you are robbed – and to have car insurance if you buy a car.</p>

Orientation

Remember

- All international students must have appropriate medical and travel insurance.
- Most international students are not entitled to publicly funded health services in New Zealand <http://www.moh.govt.nz>.
- If you require medical treatment while here in New Zealand, you will be liable for all the costs of that treatment.
- Accident Insurance.
The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Medical insurance is strongly recommended.
<https://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/eligibility-questions-and-answers-service-providers>.

Before you start your classes, you will be required to attend Orientation. Orientation is delivered on the Friday before the start of your course. At Orientation you will be given important academic information on your programme of study and Student Services information. This information will prepare you both for your academic life at ICL and your life in New Zealand. Orientation is also a good chance to meet your new classmates as well as the academic, administrative and Student Support Staff.

The orientation programme is as follows

Orientation	
1:30 - 2:30	Registration and Enrollment
2:30 - 3:15	Welcome! About ICL General Orientation Student Services & Affairs
3:20 - 4:30	Academic Student Orientation
4:30 - 5:00	Final Documentation Check/Mix and Mingle

At Orientation we will also:

- Check that you have submitted all of the required documents, that the information is correct and that documents that require your signature are signed by you.
- Confirm your appropriate starting level and course details.
- Set up your user access and passwords so you can use the Internet, computers and printers.
- Register you in the 'Fingerprint Machine' if you are taking a level 5 or 6 programme (which counts towards your attendance).
- Take you on a tour of the School to meet other students and staff.
- Give you advice on health and safety and life in New Zealand.

You will also meet the Student Support Staff who will be able to help you with your life in New Zealand.

Attendance

Remember

Attendance at orientation is compulsory for all new students and it is where your enrollment is completed. If you do not attend Orientation, you will not be fully enrolled. It is also your responsibility to ensure you attend Orientation and to make sure that you are aware of all the important information regarding your programme. If you have any questions, just ask our staff. The staff are here to help you and there will be people who speak your language. Once you have completed your enrollment and attended Orientation, you are ready to start your classes.



As required by your student visa, you must study at ICL for a total of 20 hours per week. You must attend all of your classes. If you always come to class, you have a much greater chance of success!

If you know in advance that you have to be absent from class, you must inform your lecturer in writing or if you are delayed in getting to class, you should phone the college on 09-368-4343 and tell the receptionist what your problem is. The receptionist can then notify your lecturer.

The ICL attendance policy is set out below. It is your responsibility to read it carefully and to make sure that you understand it.

Attendance Policy

- Students on a student visa must attend 100%. This includes teacher-led classes, guided self-study, exams, work experience or any other activity for which attendance is required.
- You must arrive on time for all sessions including returning from breaks and you must stay until the end of class. If you leave class early or without informing the lecturer, you will also be marked absent.
- Absent students must notify the school on 09-368-4343.
- Students off sick will be marked absent unless they bring a signed medical certificate from a registered GP (doctor).
- Lecturers will mark attendance once for every hour attended
- Students arriving late will be marked absent for that session.
- If your attendance falls below 90%, you will receive a Warning Letter and your attendance will be regularly monitored.
- You will be required to meet with student services to explain your absenteeism.
- If you are not present for 90% of classes, and for all tests, you may not be allowed to write the final examination.
- After three Warning Letters, ICL may withdraw you from your programme of study and contact Immigration New Zealand.
- Student attendance records may be given to Immigration New Zealand at any time.
- If you are enrolled in a level 5 or 6 programme, you must use the Fingerprint Machines to log in and out your self-study hours on campus –this counts towards your attendance (see following page).

**Self- Study Hours:
Level 5 & 6 Programmes**

In addition to your classroom hours, all students enrolled in a level 5 or 6 programme, must do extra self-study hours at ICL to make up your 20 hours.

For example:

If you are enrolled in 3 papers each of 4 hours of class time each week = 12 hours, then you need to do an extra 8 hours self-study to get to the 20 hours total.

If you do 4 papers x 4 hours = 16 hours, you must 4 hours extra self-study as per your visa requirement.

You should sign in to the Fingerprint Machine to record your self-study hours for a minimum of 60 minutes each time.

The self-study hours do not include the time spent in class. Class time is recorded separately by your lecturer. You must ensure that you have signed in on the fingerprint scanner to record all your self-study hours weekly.

Remember

Your class time hours + self-study hours = 20 hours each week.
Please ask the staff at reception about how to use the Fingerprint Machine.

Medical/
Doctor's
Certificate
Policy

If you miss classes due to illness, you will be marked absent unless you get a signed medical certificate. You must inform the college of your absence on the first day and produce the medical certificate within 3 days of the absence.

Medical certificates must:

- Be a signed certificate from a NZ registered GP (doctor).
- Be received by the office no later than three days after the period of sick absence.
- State the doctor's recommendation for you to not attend class.
- Cover the days of absence.
- Include the words "was examined by me and in my opinion is..." (not the wording "...reported to me that they were sick...").

A formal note from a hospital stating the above conditions is also acceptable.

Warning letter
Procedure

If you are absent from class or you haven't maintained your self-study hours and your attendance is less than 90%, you will be issued with a First Warning Letter. After you receive your First Warning, if you do not attend 100% of your classes within the next two weeks, you will receive a Second Warning Letter and then a Third Warning Letter. There are three warning letters followed by a withdrawal. If you are withdrawn from your programme, Immigration New Zealand will be informed.

The ICL warning letter procedure is outlined to the next page.

ICL Warning Letter Procedure

If your attendance is less than 90%

You will receive a **First Warning** letter.*

- Reception will make an appointment to meet with a Student Support staff member to explain your absence.
- If you do not meet the Student Support staff member, you will receive a second warning letter.

If you do not attend 100% of your classes within 2 weeks

You will receive a **Second Warning** letter.*

- Reception will make an appointment for you to meet with a Student Support staff member to explain your absence.
- If you do not meet with the Student Support staff member, you will receive a third warning letter immediately.

If you do not attend 100% of your classes within 2 weeks

You will receive a **Third and Final Warning** letter.*

- Reception will make an appointment for you to meet with the Principal to explain your absence.
- If you do not attend your meeting with the Principal, you will be withdrawn from your programme of study.

If you do not attend 100% of your classes within 2 weeks

Programme Withdrawal

- You will be withdrawn from your programme of study.
- You will not have the right to study at ICL.
- Immigration NZ will be informed of your withdrawal.

* via your ICL email address

School Rules

In addition to the attendance rules mentioned above, the School has rules for students and teachers. As a student you are expected to abide by the rules of the School and behave at all times in a responsible way. Failure to comply with these rules may result in your dismissal from the School.

Behavioural Rules

- You must abide by the laws of New Zealand. You must familiarise yourself with the laws in particular regarding the sale and consumption of alcohol and tobacco, and sale and use of drugs.
- We expect students to respect ICL, your teachers and your fellow students and behave in a responsible way at all times, and not to act in any way which might bring yourself or ICL into disrepute.
- We expect you to interact appropriately with every person on this campus.
- Violence or harassment of any person on or off campus is unacceptable. Some examples of unacceptable behaviour and harassment are provided below.
 - Use of foul, obscene or abusive language at ICL.
 - You are not allowed to bring any weapons to ICL.
 - You must not smoke on campus except in designated areas.
 - You are not allowed to have alcohol or illegal drugs while at ICL.
 - You must not exhibit any behaviour or interaction of a sexual nature
 - You must not steal or intentionally damage school, student or staff property or belongings.

In addition,

- You must switch off your mobile phone in the classroom-it is considered impolite to use phones in classes or lectures.
- No dictionaries, phones or digital devices are allowed in examination or test rooms.
- No food or drink is allowed on level two and three, you may only eat and drink in the student lounge area.
- You must not chew gum on campus.
- You must clean up after yourself, put trash in the rubbish bin or recycling bin.
- You must wash your own cups and dishes etc. after use in the student kitchen.

- Administration Rules
- You must provide ICL with your current address, e-mail address and contact phone number(s) in Auckland.
 - If you change your address or your phone number, you must immediately advise ICL.
 - If you are studying in NZ on a student visa, ICL is required by Immigration New Zealand to keep your contact details up-to-date while you are staying in New Zealand.

- Computers & Computer Lab Rules
- No food or drinks (other than a capped bottle) allowed in the labs or around the computer areas.
 - No downloading of movies, music, etc. or large files of any kind.
 - Peripheral computer equipment such as the keyboard, mouse and cables must not be removed from the computer or computer areas.
 - Do not shut down any computers after use.
 - You must not intentionally damage or vandalize computers or computer equipment.
 - DO NOT UNPLUG any power plugs or cables under any circumstances.
 - Avoid saving any files on school computers as they refresh and you will lose your data (you may save your data to a USB disk).
 - Report any damaged or faulty equipment to your lecturer or reception immediately.
 - You must not download pornography or any other material(s) of an offensive nature.

English Language Support

- English
- You have come to ICL to obtain your qualification in English. The best way to be successful is to use English constantly in classes and on the campus.
 - If you can use English at home it is even better. Many students share accommodation with other friends from the same country. This is bad for learning English. You should always try to read at least one major newspaper each week. You should try to watch the news every night on TV and listen to the radio in English as much as possible. For example, you could listen to Radio NZ or read the New Zealand Herald. This will help you improve your English.
 - The more you speak, write and read in English, the better you become. The better you become, the better the result of learning will be. Keep your first language for explaining a meaning to another student.

- Dictionaries
- Because you have a huge number of new words to learn, many with special meanings, you should use dictionaries – either paper or electronic. You must have your own dictionary and do not expect to share books during classes. However it is very sensible for you to create your own dictionaries or glossaries as well and keep them with your subject notes.

For more detailed information on the academic programmes and learning services, please refer to the Academic Handbook.

Administration Matters

Reception is the first point of contact with the Administration Team and it is the place to come to request or submit documents, change your address or phone number, submit assessments and book appointments to meet staff.

Requesting Documents If you require attendance, academic and confirmation letters from the school, you may do so by filling in out an 'Application for Records and Certifying Letters' form. We will aim to have the requested documents ready for you within ten working days. If you require these documents to apply for a visa extension, make sure that you request the documents well in advance to allow time for them to be processed by administration before your submission date.

Attendance Requests If you want to check your attendance, please email the ICL administrator, Kristine Ocampo:
kristineocampo@icl.ac.nz
Include your name, ID number and course in your email. Please put 'Attendance' in the subject line. Attendance will only be given out via email.

Requesting 'Leave of Absence or Holiday' Leave is not normally given unless requested under special circumstances. If you need to take leave from your studies, you may apply for it using the 'Student Leave/Deferral' form stating the reason for leave and days of absence. Please note that this can only be granted if approved by the Academic Programme Manager*.

Requesting 'Change of Course' You may apply to change your programme of study by filling out the 'Change of Course' form available at reception. You can only change your programme of study with the approval of the Academic Programme Manager*.

Student Complains If you wish to make a complaint in writing, you may fill out the 'Student Complains' form available at reception.

Making Appointments to See Staff Members If you require to see an academic or a Student Support staff member, you may do so by making a booking at reception. You may also book career services appointments at reception as well.

Remember

If you take a leave of absence or defer your course without the written approval of the Programme Manager, you will be marked absent.

Student Evaluation Survey: Feedback

At ICL we would like to hear from our students on areas we could be improving upon. Student evaluation surveys are provided to students at several points within their programme and we encourage you to give your honest feedback on your experience at ICL.

The surveys are anonymous and voluntary and we appreciate all feedback given.

- An Arrivals Evaluations Survey (AES) is provided when you first start your programme and asks you about the process leading up to you starting your programme e.g. agents, orientation etc.
- A Paper Evaluation Survey (PES) is provided when you finish each of your papers at the end of the trimester. This asks questions about your learning experience on that paper.
- A Student Support Survey (SSS) is administered several times throughout the year which asks for feedback on the support services (e.g. careers, facilities etc.) provided by ICL.
- A Final Evaluation Survey (FES) is administered at the end of your programme as you are about to graduate. It asks you to give your overall feedback on your overall experience studying at ICL.

Your opinion counts!

Complaints

Students have the right to complain about anything in the School. To report an incident or make a complaint about your course:

Academic or General Complaints

- Step 1: Talk to your Lecturer/Tutor. If you are not satisfied with your Lecturer/Tutor's response:
- Step 2: Talk to one of the Student Support staff. If you are not satisfied with the Student Support staff's response:
- Step 3: Talk to the Academic Manager (Graduate Business School) or Director of Studies (Bridge, IELTS and AEA). If you are not satisfied with this response:
- Step 4: Put your complaint in writing using the Student Complaint Form available at Reception. Address it to the Principal.

Homestay Complaints

To report an incident or make a complaint about your homestay accommodation or any welfare issues:

- Step 1: Talk to a Student Counsellor. If you are not satisfied with the Counsellor's response:
- Step 2: Talk to Misako Okawa (Homestay Coordinator). If you are not satisfied with this response:
- Step 3: Put your complaint in writing using the Complaint Form available at Reception. Address it to the Principal.

If ICL has not been able to resolve your complaint or you are still not satisfied and you wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you as to what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz

Or go to their website

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

If you need more information on the complaints process, contact NZQA: 0800 697 296.

Financial Disputes If you have a financial dispute over tuition fees, withdrawals or homestay payments with ICL, you may contact FairWay Resolution.

FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

Complaints Procedure for NZQA The New Zealand Qualifications Authority (NZQA) has a process for complaints about providers. If you have concerns about your treatment by ICL or by an agent, the first thing you must do is to raise the matter with ICL by following the ICL internal complaints procedure as outlined above.

If you are not satisfied with the result, then you may contact NZQA.

To make a complaint to NZQA about a provider:

1. Go to the NZQA website student complaints page which explains when and how to lodge a formal complaint with NZQA.
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>
2. Download the complaints form
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>
3. Send your completed complaint form to
The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

If you need more information on the complaints process contact NZQA on 0800 697 296 or complete the online enquiry form:

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form/>

Remember

You must use the ICL Complaints Procedure before you contact NZQA.

Withdrawals and Refunds

We hope you will be very happy here and that no refunds will be needed. However, if you wish to withdraw you will have to complete the 'Withdrawal/Refund' form available at reception. Here are the terms and conditions which you agree to when you sign our application form:

Withdrawal and Refund Policy

1. Full fees are payable in advance for the whole course. The enrolment and insurance fees are non-refundable.
2. ICL Graduate Business School, NZQA provider #7548 (ICL) and Auckland English Academy, NZQA provider #7940 (AEA) are both part of ICL Education Group. Students applying for Business, Computing, ECE, IELTS Preparation/Academic English and the ICL TESOL Course will be enrolled at ICL. Students applying for Communication English, English Plus Activities, KiwiKindy, English@Work and the AEA TESOL Instructor Course will be enrolled at AEA.
3. In compliance with the New Zealand Education Act 1989 (section 236A & amendments) and the NZQA Student Fee Protection Policy 2004, ICL provides fee protection for all student fees through Public Trust. AEA provides fee protection for all student tuition fees through WaltersLaw Static Trust. Both trusts meet the requirements of NZQA and the Code of Practice for the Pastoral Care of International Students.
4. If you are enrolled in a course of five weeks or less and withdraw within two days after the first date of the course for which attendance of students at the establishment is required, you are entitled to a refund of up to 50%. If you withdraw two or more days after the same start date you are not entitled to a refund.
5. If you are enrolled for a course of more than five weeks, but less than thirteen weeks, and withdraw within five days after the first date of the course for which attendance of students at the establishment is required, you are entitled to a refund of up to 75%. If you withdraw five or more days after the same date you are not entitled to a refund.

Protection of Student Fees

6. If you are enrolled for a course of study of thirteen weeks or longer, and withdraw within the first ten working days of the first date of the course for which attendance of students at the establishment is required, you will be refunded in full less a deduction for costs incurred by ICL or AEA up to a maximum of 25% of the fee total paid. ICL & AEA will provide you with details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the amount deducted, you can refer the matter to the International Education Appeal Authority. If you withdraw 11 or more working days after the first date of the course for which attendance of students at the establishment is required you are not entitled to a refund.
7. Paragraphs 4, 5 and 6 also apply if you are unable to get a visa, or if you cancel your application before you arrive in NZ or before the first date of the course for which attendance of students at the establishment is required. The Schools will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the Principal.

If the Schools arrange homestay accommodation for you, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable. Students under 18 must be accommodated in an ICL/AEA-approved homestay.

Expenses incurred offshore on student recruitment and visa application are non-refundable.

If the Schools are for some reason unable to offer your course, you are entitled to a full refund of all fees paid. In the event that your course is cancelled after its commencement date, you will be refunded all unused fees proportional to the number of weeks not delivered. Every attempt will be made by the Schools to enrol you in another course suitable to your needs.

Withdrawal and Refund Procedure

If you wish to withdraw from your programme of study, you will have to apply in writing to the Principal. You may do this by filling out the 'Withdrawal and Refund' form which is available at reception. You should state the reason for your refund request in your application. Approval of refund requests is at the discretion of the Principal. For additional information on withdrawals and refunds, visit the NZQA Government website:
<http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/student-withdrawals-refunds/>

All schools registered with the New Zealand Qualifications Authority (NZQA) are required by the New Zealand Government to protect the fees of their students.

This includes:

- Tuition costs
- Accommodation costs
- Travel and health insurance, if arranged by the school
- Living expenses

ICL is a registered provider with NZQA and protects your fees through Public Trust. To ensure that your fees are protected by Public Trust, you will be asked to sign the Public Trust Form (PT Form) by our Student Support Staff as part of your enrollment. By signing this form, you agree for Public Trust to protect your fees by depositing your fees into a trust account which are then released slowly to ICL over the length of your study.

If ICL is unable to deliver your course, for example, due to school closure or loss of registration with NZQA, then Public Trust would then be able to refund your remaining fees.

More information from Public Trust is available for students at:
<http://www.publictrust.co.nz/fee-protect/information-for-students>

Remember

To protect your fees, make sure you have signed your Public Trust form.

Code of Practice for the Pastoral Care of International Students Summary

The Code of Practice applies to all New Zealand education providers with international students enrolled. The Code is mandatory to these providers and must be signed by them.

The Code is a government document that provides a framework that sets out the minimum standards of advice and care that are expected of educational providers for international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

ICL Graduate Business School is a signatory to the Code of Practice for the Pastoral Care of International Students (the Code). The Code ensures that:

- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students are in safe accommodation.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code itself
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice-NZQA.pdf>

To check that your provider is a signatory to the Code
<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice/>

Student Support and Care of Students

If you need help, we are committed to providing guidance and support services to assist all our students. Our staff will respect your right to privacy and confidentiality. If you have a problem, you may ask your Student Support Staff for help. Our Student Support Staff are skilled in the following areas:

- Dealing with homestay problems
- Providing guidance for personal and health problems
- Making referrals to the appropriate outside agency if a problem cannot be solved
- Providing you with a list of resident doctors and dentists fluent in your first language
- Visas and insurance
- Arrangements for further study

Accommodation and Welfare Officer Misako Okawa is the Accommodation and Welfare Officer, she can help you with

- Personal welfare issues
- Accommodation and homestays including help with finding a flat

You can email her at accommodation@icl.ac.nz to make an appointment to meet her.

24 Hour Contact Person Misako is also the emergency contact person. She is available anytime including after hours or during week-ends. She is available 24 hours a day on 021 780 793.

ICL wishes to create a safe and enjoyable environment for all students. If you have any matters of concern, please discuss these with your counsellor, your teacher, a senior academic staff member or the Principal.

Pastoral Care Coordinator Our Pastoral Care Coordinator, Aurore Mousset can help you with the following:

- Personal support services (life at school and outside school)
- Accommodation and welfare support
- Student support for under 18 year-old students
- Career Services (CV, cover letter, interview and more)
- Class Attendance review and follow up

You can make an appointment with Aurore by email at auremouset@icl.ac.nz or by visiting reception.

Remember

You can make an appointment with Aurore by email at auremouset@icl.ac.nz or by visiting reception.
A problem shared is a problem solved

Student Services

Email	<p>Email addresses are given out at Orientation to all new students. It is the medium for correspondence at ICL and the primary means for your administration or your lecturer to contact you. Your personal email will not be used by the school to communicate with you.</p> <p>Warning letters and notification of disciplinary issues are sent via your ICL email address, in the case of warning letters on attendance or other disciplinary issues, not opening the emails is not a defense against disciplinary procedures.</p>	IT and Wifi	<p>ICL offers a free Internet facility and computers are available for student use. You have immediate access to the Internet whenever computers are available and while the campus is open. You can log in using your username and password (passwords are provided at Orientation) to keep in touch with your family and friends or get your assessments done. Information on this service is provided at Orientation, on the display screens and at Reception.</p>
	<p>Remember Check your ICL email regularly!</p>	Printing	<p>Printing services are available to all students. The student printer is located on level 2. If you wish to print out materials, you will need to purchase a 'Papercut Voucher' from reception.</p>
Student ID Cards	<p>ICL Student ID cards are issued to all new students. ID Cards are available from reception. You will need to bring a recent passport size photo of yourself with your name, date of birth and your ID number written clearly on the back of the photo. Your Student ID Card will enable you to receive student discounts at some restaurants, movie theatres, bars and for public transport.</p>	Student Lounge	<p>The student lounge and kitchen is available to all students on level 1. The kitchen has microwaves, hot water and a fridge. There are also vending machines, a big screen TV, a pool table and places to sit and eat your lunch. The student lounge is great place to hangout with your friends.</p>
Tertiary Stickers	<p>If your programme of study is 16 weeks or longer, you will be able to receive an AT Tertiary ID Sticker. This sticker is placed on your Student ID Card and it will give you a student discount on buses, trains and ferries when used with your AT HOP Card. Stickers are available at reception.</p> <p>https://at.govt.nz/bus-train-ferry/at-hop-card/at-hop-card-concessions/tertiary-student-concession/</p>	Cafe	<p>The school café is open between the hours of 8 am and 5 pm in the student lounge. Tea and coffee, snacks, cold drinks, pies, sandwiches and lunchboxes are all available at discounted student prices.</p>
Careers Advisory Service	<p>Careers advice is available on a weekly basis to help you prepare for the job market. Advice is provided on writing CVs and cover letters as well as preparing for job interviews. Appointments to see the career advisor, Aurore Mousset, can be made at Reception or by emailing her directly at auremouset@icl.ac.nz</p>	ICL Library	<p>The library is located on level two and is open on Mondays and Wednesdays from 3:30 to 5:30pm and on Thursdays from 3:15 to 4:45pm. The Level 2 lounge is also a designated study area for students. You are able to use this space at any time for self-directed study.</p>
Digital Notice Board	<p>Display screens are located on the campus providing students with important information such as timetables, policies, procedures, events etc.</p> <p>It is your responsibility to regularly check the display screens for any news or updates.</p>	Prayer Room	<p>A prayer room is available on the third floor if you need a place to pray or meditate. It is available to people of all faiths.</p>
		Events	<p>ICL has regular student events. Please check the school notice boards for upcoming events.</p>

Accommodation

Homestay ICL does its best to find a suitable homestay family for each of our students. Staying with a family can be a good way to improve your English and learn to understand the local culture. This is especially important when you first arrive in New Zealand. The cost is around \$280 per week.

Booking ICL will not book a homestay until after we have received your flight details. If you cancel your homestay after it is booked you will be liable for the first two weeks' homestay fees.

The Benefits of Staying in a Homestay Staying in a homestay means that you will get the following:

- The chance to speak English every day.
- Two meals a day including breakfast and dinner during the week and 3 meals a day during the weekend.
- Your washing will be done.
- Homestay families will do their best to give you a 'home away from home'.

Homestay Rules You are expected to:

- Obey the "house rules" set by your homestay parents.
- Discuss these rules with your homestay family and be sure you understand them.
- NOT smoke or drink alcohol unless permission is given.
- Call your homestay family if you are going to be late.
- Be home by 7.30 pm on week nights unless your homestay family have agreed to other arrangements.
- Sleep at home on week nights.
- NOT have visitors to sleep over during the week.
- Check with and get the agreement of your homestay parents if you want to ask your friends to sleep over on a weekend.
- NOT EVER have friends of the opposite sex sleeping in your room.
- Be home by 10.00 pm at weekends if you do not have another prior agreement with your homestay.
- NOT sleep over at a friend's place, until you have informed your homestay family of your whereabouts and provided a phone number.
- To use the Internet, heating and hot water in moderation.

Giving Notice to Leave the Family

- If the School arranges homestay accommodation for you, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable.
- You should give two weeks' notice, before leaving your host family.
- If you need to leave your homestay family because of an emergency, you must contact your counsellor or homestay co-ordinator immediately.

Students Under 18

All students under 18 years old must stay in one of the following options:

- ICL approved homestay
- Designated caregiver
- With parents
- Temporary accommodation
- Boarding

Students under the age of 18 must also:

- Not smoke or drink alcohol.
- Inform Misako Okawa 021-780-793 if you are sick and/or late for school.
- Always let Misako Okawa or your host family know when you are expected to arrive home late.

Flatting

After a few weeks or months of homestay you may decide that you can manage on your own or you may decide to share a flat or house with others. You should try and share with people who do NOT speak your language so that you can practice English! Check the cost of rent, food and transport and make sure you can afford to change your living arrangements!

Helpful links to find accommodation:
www.homes.nzherald.co.nz/properties/search
www.trademe.co.nz/Browse/Rentals

When you rent an apartment or go flatting you may be required by the landlord to sign a rental agreement and pay a bond. Your tenancy agreements helps to protect you and your bond is refundable. For tenancy advice and disputes resolution, see the Government Tenancy Services website.
<https://tenancy.govt.nz/disputes/tribunal/>

Health and Safety

At ICL we aim to provide students with a healthy and safe environment to study in. This includes both your personal wellbeing and physical safety. If students are healthy and feel safe, then they are more likely to be successful in their studies.

The ICL Health and safety Committee is responsible for overseeing Health and Safety at ICL. If you would like to report a hazard or danger, then you may email jarn@icl.ac.nz. To the right is a list of health and safety resources where you can access information and help. Make sure that you read and familiarize yourself with them. If you require additional help, you may ask one of our Student Support Staff members.



Useful Contacts

Name of Organization	Phone Contact	Website
Emergency Police, Fire, Ambulance	111	
Alcohol Drug Line	0800 787 797	www.adanz.org.nz
Auckland Migrant Resouce Centre Info Service	09 625 3090	www.arms-mrc.org.nz
Auckland Sexual Abuse Help	09 6231700 (24 hours)	www.sexualabusehelp.org.nz
Auckland Sexual Health	09 307 2885	www.ashs.org.nz
Asian Proplem Gambling Service/ Problem Gambling Info Hotline	0800 862 342	
Child, Youth & Family Services (all enquiries call free)	0508 326 459	
Chinese Lifeline	09 533 3088 0800 888 880 (24 hours)	www.lifeline.org.nz
Domestic Violence Centre	09 3033938	
Drughelp		www.drughelp.org.nz
Family Planning Association	09 522 0120 0800 3725463	www.fpanz.org.nz

Name of Organization	Phone Contact	Website
Human Rights Complaints	09 309 0874	
Lifeline	09 522 2999 (24 hours)	
Netsafe (information and advice about cyberbullying)		www.cyberbullying.org.nz
NZQA Complaints	0800 697 296	http://www.nzqa.govt.nz/qadrisk@nzqa.govt.nz
Regional Alcohol & Drug Youth Service	09 4418979	
Shakti Asian Women's Safe House	09 8203507	
Smokefree Complaints	09 2621855	
Waitemata Asian Health Service	09 486 8314	
Youth Law (free confidential legal advice)	09 309 6967	www.youthlaw.co.nz
Youthline	0800 376 633	www.youthline.co.nz

First Aid

We have a First Aid kit located at reception and staff who are trained in First Aid. If there is a medical emergency, then report to reception immediately. Our trained First Aid Staff will know what to do.

Emergency Procedures

Fire alarms and fire drills

When the fire alarm rings you must leave the building immediately by the stairs and go to the Assembly Point, in front of the ICL Building. Leave immediately and do not pack up or take anything with you. Your teachers and the Fire Wardens will direct you. Nobody is allowed to return to the building until the Fire Warden gives permission. The building will be secure and staff only will be permitted to enter first once the emergency or the drill is over. Treat all alarms as a genuine emergency.

IF YOU DISCOVER A FIRE:

- Activate the nearest fire alarm.
- Phone the Fire Service. Dial "111" from a safe phone either: a mobile phone; from a neighbouring building; or if necessary from within the building.
- Evacuate the building using the nearest safe fire exit.
- Use fire-fighting equipment only if no danger is involved.
- Do not use water extinguishers or fire hoses on fires involving electrical equipment.

IF THE ALARM SOUNDS OR YOU ARE INSTRUCTED TO EVACUATE:

- If it is safe to do so, turn off appliances that if left unattended would likely cause a fire.
- Evacuate the building immediately using the nearest safe fire exit.
- Make sure that all other occupants evacuate with you.
- Do not linger to collect personal belongings.
- Do not carry food, drinks or bulky items when evacuating.
- Close all doors as you leave. Leave lights on.
- Assist any persons with disabilities.
- Do not use the lifts to evacuate.
- Proceed to your assembly areas outside adjacent buildings on Lorne Street.
- Ensure that all other occupants also move to your assembly area.
- Do not re-enter the building until the Fire Service has given the "All Clear".

Earthquakes

If the building starts to shake because of an earthquake, follow the guidelines below.

- Move away from windows
- Take shelter under doorway or solid furniture
- Follow evacuation procedures
- Follow instructions given by civil defense officers or fire wardens
- Fire alarms may be activated during an earthquake
- Await instructions from fire wardens prior to vacating building.



These instructions apply at all times including during classes and examinations.

Remember

If in doubt, ask!

Harrasment

New Zealand is a country where all people are well protected by the Human Rights Act of 1993. There is a Human Rights Commission based in Auckland and you can easily access the website www.hrc.co.nz.

Racial and sexual harassment are expressly forbidden under the Act and support for people who feel they are being harassed is freely available. Harassment can mean a number of things like:

- Following, accosting or stopping someone, or interfering with their property.
- Contacting a person by phone, correspondence or any other way.
- Giving offensive material to someone.
- Acting in a way that causes someone to fear for personal safety.

ICL has a clear responsibility to uphold this law and protect its staff and students. For any more information talk to a Counsellor or the Pastoral Coordinator at any time.

New Zealand Laws

Understanding the laws of the country that you are living in is important. If you break the law then it may create a difficult situation for yourself, you could be convicted of a crime, imprisoned or you could even be injured or harmed.

Here are some important New Zealand laws:

You must not drive a vehicle with:

- 0% micrograms of alcohol per litre of breath if under 20 years of age or 250 micrograms of alcohol per litre of breath if 20 years or older;
- You must not drink or carry alcohol in public areas of the city.

- The speed limit on open roads is 100km.
- Under-18 year olds cannot buy cigarettes or alcohol.
- It is illegal to download copyrighted material such as movies or music.
- You must have an International Driver's Licence or official translation of your own licence before you can drive a vehicle.
- A child is anyone under the age of 16.
- You must not take a photo of any child or children.
- Class A, B, C drugs are illegal (for example methamphetamines and marijuana).

<http://www.police.govt.nz/advice/drugs-and-alcohol/illicit-drugs-offences-and-penalties>

- Children must not take part in any gambling activity.
- You must not touch another person without their consent.
- It is illegal for any child to have sexual relations.

Personal Safety Generally New Zealand is one of the safest countries in the world to live in. However you should still be careful.

Do not:

- Walk alone at night.
- Talk to strangers.
- Carry a lot of money.
- Wear expensive jewellery or leather clothing.
- Leave your belongings (phones, devices, wallets etc.) unattended in public places, this includes the school.

Do:

- Keep your ID card with you.
- Take a map and Student/Homestay phone list when you are away from your Homestay.
- Ring your Homestay if you are going to be late.
- Tell someone where you are going and when you will be back.

Reporting a Crime

If you have information on any crime or illegal activities, or if you or someone you know who is a victim of crime, you can report it to the NZ Police by:

- Calling 111
- Calling Crimestoppers - you don't have to reveal your identity when you call 0800 555 111
or
- Report it online :
www.crimestoppers-nz.org

When you report crime online, you can write in your own language and it will be translated and handed to the NZ Police.

More information on safety is available in 12 languages from the NZ Police website at www.police.govt.nz

Cop Chat

If you would like to talk to the Police, you can meet them at the Auckland Central Library. Police officers are available to meet international students and discuss any problems that you may have in confidence. These officers may be able to speak different languages.

Please talk to Mihir Gohil mihir@icl.ac.nz or Aurore Mousset auroremousset@icl.ac.nz for more information on the Cop Chat schedule.

Sexual Health

You must have reached New Zealand's legal age of consent – normally 16 – before you can have sexual relations. It is recommended that any student who is of this age that intends to be sexually active should practise safe sex to avoid an unwanted pregnancy and/or any sexually transmitted infections (STI's).

You will also find useful information on this website about sexual health: http://www.familyplanning.org.nz/health_info_issues/family_planning_resources.

Guidelines for safety on New Zealand beaches.

Going to the beach is an important and great social activity which many students will want to enjoy. You can do many activities including swimming, fishing, and boating. If you are going to a new beach, look for signs that may warn you of any dangers, check out what the local people are doing, ask for advice. Some beaches have warning signs. <http://www.watersafety.org.nz/>

Swimming

If you are swimming at a beach where there are surf patrols:

- Look for the yellow and red flags
- Swim between the flags
- Listen to advice from the lifeguards
- Never swim alone
- If in doubt stay out of the water
- Read and obey the safety signs
- Learn to recognise rip currents
- Always use safety equipment
- Never swim or surf when tired or cold
- Consider other surf users

Fishing

If you are fishing from a beach or off rocks where there are warning signs, read them carefully. If you are unsure, seek advice from local fishermen who know the area. In some tidal areas like harbours and estuaries it is important to watch that you do not get caught in a strongly moving tide. If you are fishing or shell fishing, you need to check the rules on what size of fish you may take and how many fish or shellfish you may take. Minimum catch sizes and limits are protected by law. Some beaches will have signs saying No fishing or No collecting of shellfish. http://www.fish.govt.nz/recreational/rec_fishing_rules.pdf

Auckland City Libraries

ICL students are encouraged to use this free service. There are 17 locations, including the Central City Library, plus a roaming Mobile library. The Central City Library is located at 44-46 Lorne Street, Auckland City, less than five minutes' walk from our Queen Street campus.

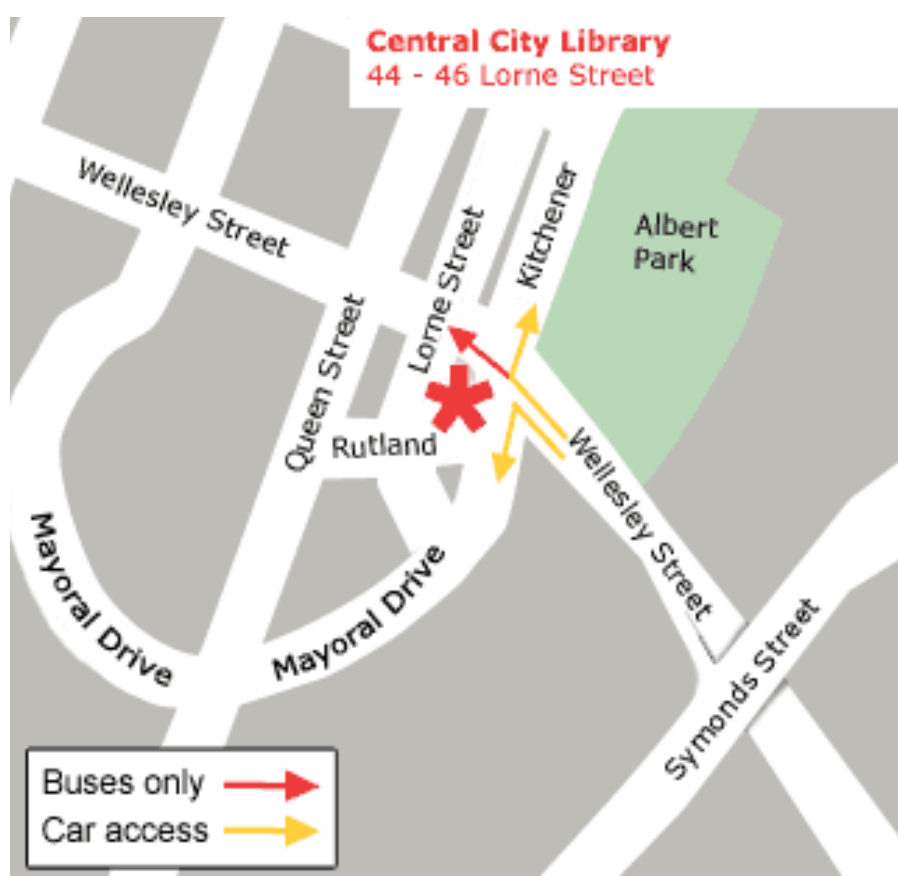
The city library is opened during the following hours:

Monday to Friday: 9am to 8pm

Saturday: 10am to 4pm

Sunday: 10am to 4pm

Membership is free and is available to all international students.



Living in New Zealand

Below are links to dedicated websites which provide guides to life in New Zealand. They are full of advice, tips and helpful information on living, working and studying in New Zealand.

<https://www.newzealandnow.govt.nz/> (official NZ Government website)

www.newzealand.com/travel (official New Zealand Government travel website)

www.travelplanner.co.nz

Cost of Living

The cost of living in is difficult to estimate and depends on your lifestyle, however there are some websites available that will give you an idea of the expected costs of living in New Zealand. This will help you to plan financially for your stay.

In New Zealand:

<https://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs>

In Auckland:

<https://www.expatistan.com/cost-of-living/auckland>

Working in New Zealand

If you intend to work in New Zealand on a student visa, you should be aware of the student visa rules and your minimum work rights as an employee before you start working. Below are some useful links:

Working on a student visa:

<http://nzstudywork.immigration.govt.nz/work-rules-for-students/student-visa-rules/>

Minimum Rights:

<https://employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees/>

If you have a dispute with your employer, you may also contact:

<http://www.era.govt.nz/>

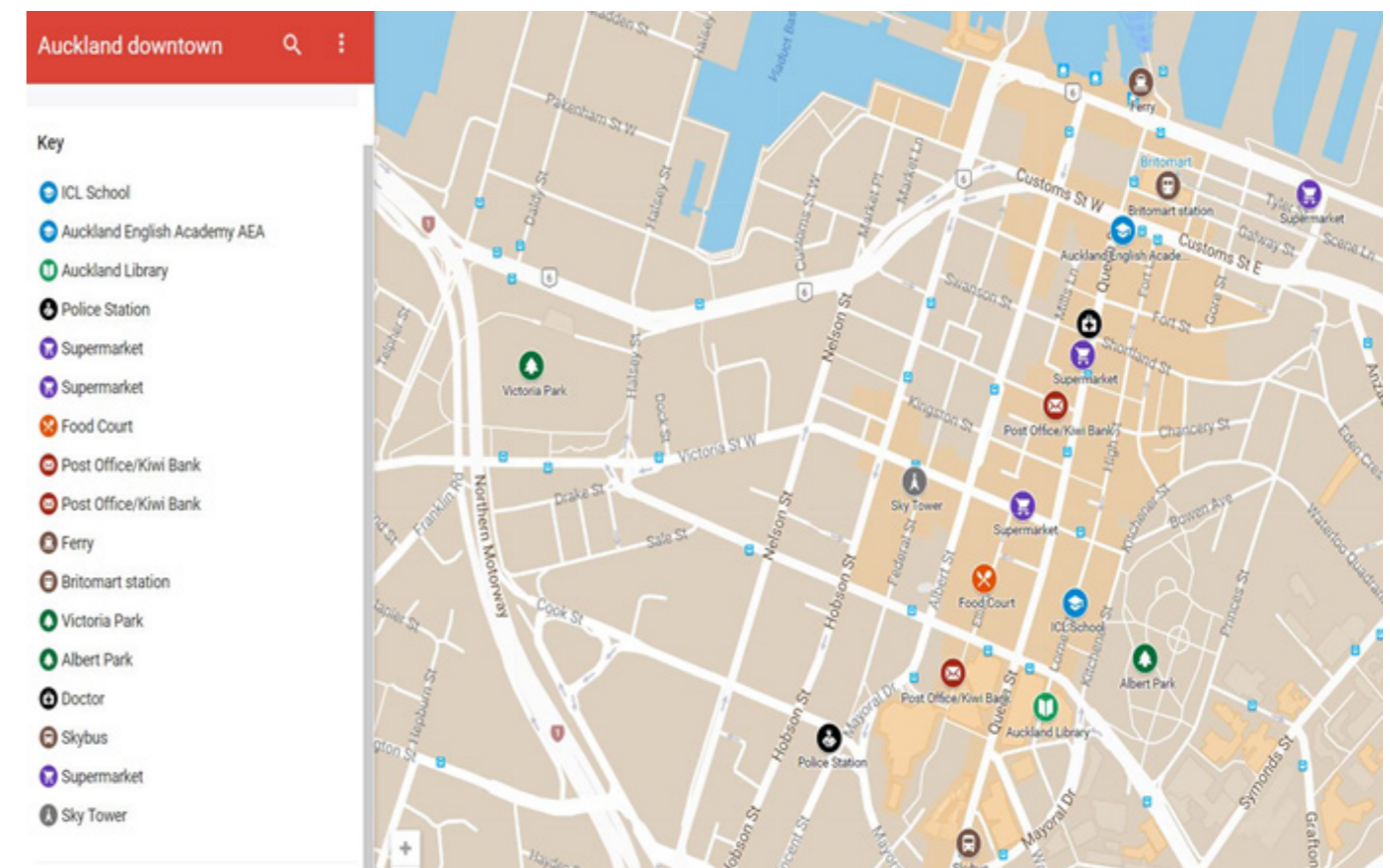
<http://www.cab.org.nz/vat/eb/paw/pages/wheretogethelp.aspx>

You may also contact our careers advice services at auroremouset@icl.ac.nz for more information.

Getting Around in Auckland

Auckland City Map

ICL is located in the central city on Lorne St and is close to cafes, bars, public transport, supermarkets and banks. Below is a map of the downtown area to help you get around.



Public Transport This is recommended. Buses, ferries and trains are available. There are special low priced fares for students. You will need to purchase a Hop Card from Britomart Station to tag on and off public transport and a tertiary ID Sticker to receive discounted fares. To find a bus, train or ferry to anywhere in Auckland or to recharge your AT Hop Card, go to: <https://at.govt.nz/>

Buying a Car Many students decide to buy a car when they are in New Zealand. You will also need to have a Licence, a Warrant of Fitness, Car Registration and Car Insurance. If you are planning to buy a car, please talk to your student counsellor first.
<https://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/>
 Guidelines for driving in New Zealand:
<https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/driving-on-nz-roads/>

Road Rules All drivers must know the road rules, what the road signs mean and how to drive safely. Learning the road rules is particularly important. You can find out more about the rules when you study the Road Code. You can get a copy of the Road Code from bookstores, driver licensing agents, a public library or online at <http://www.nzta.govt.nz/resources/roadcode/>

Carry Your Licence With You When Driving In New Zealand you must carry your driver licence or permit at all times when you are driving. If your overseas licence or permit is not in English, we suggest you carry an official translation with you (a translation from an official source, e.g. a translation service or language centre).

If you do not apply for a New Zealand driver licence within one year of arriving in this country you will be considered an unlicensed driver. You could be charged by the Police if you are caught driving and your car seized, impounded, and you may not be able to get car insurance.

We strongly recommend that you obtain a New Zealand Drivers Licence. Talk to our Support Staff to find out how to obtain a New Zealand License.
 Finding out more:
 For more information contact the Land Transport Safety Authority (Freephone 0800 822 422) or visit their website (www.ltsa.govt.nz). Additional information can be found at Auckland Transport: <https://at.govt.nz/driving-parking/safer-communities-roads-schools/road-safety/>
<https://www.nzta.govt.nz/resources/roadcode/about-limits/alcohol-and-drugs-limits/>

New Zealand Public Holidays

Below is a list of observed holidays for New Zealand. There will be no classes on these days and many shops and services will be closed as well.

Holiday	2017	2018
New Year's Day	Tuesday 3rd January	Monday 1st January
Day After New Year's Day	Monday 2nd January	Tuesday 2nd January
Auckland Anniversary Day	Monday 30th January	Monday 29th January
Waitangi Day	Monday 6th February	Tuesday 6th February
Good Friday	Friday 14th April	Friday 30th March
Easter Monday	Monday 17th April	Monday 2nd April
ANZAC Day	Tuesday 25th April	Wednesday 25th April
Queen's Birthday	Monday 5th June	Monday 4th June
Labour Day	Monday 23th October	Monday 22nd October
Christmas Day	Monday 25th December	Tuesday 25th December
Boxing Day	Tuesday 26th December	Wednesday 26th December

Leisure Activities

The websites below give information about things to do in Auckland. These sites give information about events, places to go, parks, beaches, walkways and arts in the city. They are updated regularly and you can find out about free entertainment, especially in the summer.

<http://www.aucklandcity.govt.nz/whatson/default.asp>

<http://www.aucklandnz.com/things-to-do>

<https://www.heartofthecity.co.nz/activities>

www.aucklandnz.com

Weekend and Holiday Tours: Action Tours

We also run weekend and holiday tours with our partner, Action Tours. Please see the school notice boards or ask at reception for information on available tours.

Treaty of Waitangi and its Implications

The Treaty is New Zealand's founding document and is an agreement between Maori and the Crown i.e. the government. This established New Zealand as a bicultural country between two peoples. Now, with more recent migrants from all over the world New Zealand has a truly multicultural society.

To get the most out of your stay in New Zealand you should understand some of the implications of the Treaty. People who honour the Treaty of Waitangi show respect for others and also understand the important impact of Maori life that makes New Zealand different from any other country.

A copy of the Treaty is displayed at Reception or you can visit this website to learn about it.

<http://www.treaty2u.govt.nz/>